

Troubleshooting tips and solutions to common service problems

For models: N28, N38, ND310, S26, S38, S310, S312, S412P

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Complaint:

The port tube in my Northridge series or Studio series loudspeaker is dislodged, loose, or falling out of the cabinet.

Probable Cause:

A small quantity of some early versions of the above models were manufactured with an inconsistent fit between the port tube and cabinet, resulting in a loose port tube in some cases.

Solution:

- 1) If the port tube is still inserted or partially inserted in the cabinet, remove it by pulling it straight out. Port tube appearance will vary by model.
- 2) Note the contact area between the port tube and the cabinet. On this area, apply a bead of adhesive; recommended are hot-melt adhesive or silicon sealer. If silicon sealer is used, drying time will be measured in hours, allowing plenty of time to insert and align the port tube properly. CAUTION: with hot-melt adhesive, drying and setting time is measured in seconds, and alignment of the port tube with every model excepting the S38 is critical for proper appearance.
- 3) Insert the port tube back into the cabinet, noting proper alignment.

